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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/587,075	06/02/2000	Thomas J. Shafron	694231/004	7301

7590

12/27/2002

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EXAMINER

VU, TUAN A

ART UNIT

PAPER NUMBER

2124

DATE MAILED: 12/27/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

09/587,075

Applicant(s)

SHAFRON, THOMAS J.

Examiner

Tuan A Vu

Art Unit

2124

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☐ Responsive to communication(s) filed on 6/02/2000.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-49 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-49 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 06/02/2000 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on \_\_\_\_\_ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

**Priority under 35 U.S.C. §§ 119 and 120**

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892) ✓
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

### DETAILED ACTION

1. This action is responsive to the application filed June 02, 2000.

Claims 1-49 have been submitted for examination.

#### *Claim Rejections - 35 USC § 102*

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Note: 35 U.S.C. § 102(e), as revised by the AIPA and H.R. 2215, applies to all qualifying references, except when the reference is a U.S. patent resulting directly or indirectly from an international application filed before November 29, 2000. For such patents, the prior art date is determined under 35 U.S.C. § 102(e) as it existed prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. § 102(e)).

3. Claims 1-17, and 19-36 are rejected under 35 U.S.C. 102(e) as being anticipated by Hoyle, USPN: 6,141,010 (hereinafter Hoyle).

**As per claim 1**, Hoyle discloses a method of maintaining/upgrading resources for a software application (e.g. advertisements components) deployed in a client server system, comprising receiving (a) at the server system a request from a client (col. 4, lines 8-9; col. 8, lines 55-63) and receiving (b) into the client computer a *blueprint* (preference parameter) associated with a group of resources needed to accommodate the request (col. 13, lines 48-63), determining(c) whether the needed group of resources is stored locally on the client computer;

Art Unit: 2124

and retrieving(d) the needed group of resources if it is not locally stored (col. 13, line 63 to col. 14, line 8; Fig. 13).

**As per claims 2 and 3**, Hoyle further discloses the (e) passing (re claim 2) of the group of resources to the application; calling a function (e.g. display) exposed by the (re claim 3) software application (e.g. *display, refresh, report, acquisition of advertising, data management* – col. 7, lines 4-14) including passing (col. 4, lines 27-49; Fig. 11,12) the group of needed group of resources to the application as arguments (col. 4, line 62 to col. 5, line 2 – Note: passing program modules or passing images to GUI application is equivalent of passing group of resources as arguments).

**As per claim 4**, Hoyle further discloses (e) a user interface (col. 7, lines 26-47) being generated.

**As per claim 5**, Hoyle further discloses from (f) the linking of resources (col. 5, line 46-54; col. 9, lines 49-59) and loading of text strings (Fig. 5) and image data into memory (e.g. col. 7, lines 32-37).

**As per claims 6 and 7**, Hoyle further discloses (e) storing the needed group of resources in a memory space of the client computer (col. 7, lines 32-37); and passing the needed group of resources to the software application so as to enable the application to access the group of resources (e.g. Fig. 10; col. 9, lines 39-55 – Note: banners resource data passed to enable display in region of GUI application); and (g) generating a user interface on the client computer ( Fig. 5, 5a).

**As per claim 8**, Hoyle further discloses a method of upgrading a software application deployed in a client server environment;(b) receiving a request from a client computer;

Art Unit: 2124

(c)receiving on the client computer a preference parameter associated with the group of resources;(d) determining whether the resources is locally stored on the client computer; (e) retrieving the group of resources if not stored on the client; and a additional limitation (a) of comprising storing on a server a groups of resources (*Updated Components 48, Ad Database 44, Fig. 3* ). Except for (a), these limitations have been addressed in claim 1 above (see claim 1 for citations for the respective step limitations therein). Furthermore, Hoyle discloses that the group of resources is geographic region-specific (i.e. internationalizing) and the application has characteristics related to user's region of interests (col. 1, line 55 to col. 2, line 3; col. 10, lines 43-67).

**As per claim 9**, this claim carries the same limitations as claim 2 above and incorporates the rejection in claim 2 above, except for the limitation that the group of resources is region-specific. Such limitation is being set forth and addressed in claim 8 above.

**As per claims 10, 11, 12, 13 and 14**, these are the region-specific resources version of respectively claims 3, 4, 5, 6, and 7 above, therefore incorporate the rejections set forth respectively therein.

**As per claim 15**, Hoyle discloses a system for customizing a user interface (col. 9, lines 29-64) of a software application, e.g. advertising applications, stored on a client computer; comprising: a communication link to a server system (Fig. 3); and a processor of the client computer operative with a software implemented resource manager (Fig. 4; col. 6, lines 62 to col. 7, line 14) to receive a *blueprint* (preference parameter) associated with a needed group of resources; determine whether the needed group of resources( e.g. *advertisement banners*) is stored on the client computer (col. 13, lines 48-63 ); and retrieve the needed group of resources

Art Unit: 2124

from the server system (col. 13, line 63 to col. 14, line 8) so that the software application is enabled to generate a user interface of the software application using the needed group of resources (*advertisement banners* -- col. 7, lines 32-41; Fig. 10).

**As per claims 16 and 17**, Hoyle further discloses the client computer receives *blueprint* (preference parameter) (re claim 16) from the server system in response to a user generated request to change (col. 13, lines 48-58; Fig. 13); and wherein ( re claim 17) the preference is a regional setting ( see claim 8 – Note: region-specific data used in GUI arrangements are equivalent to a prior downloaded region-specific data preferences ).

**As per claim 19**, Hoyle further discloses the generation of the user interface further comprises calling a function exposed by the software application, passing the needed group of resources as an argument, linking to the needed group of resources, loading text strings and image data into a memory, and generate the customized user interface using the text strings and image data. These are the same step limitations set forth and addressed in claims 3 and 5 above; hence incorporate the same respective rejections therein.

**As per claim 20**, Hoyle discloses client-server system for permitting the region-specific linking (internationalization) of advertisements-related software applications, comprising:

a server system having stored thereon a plurality of groups of resources (*Updated Components 48, Ad Database 44*, Fig. 3), each of the plurality of groups associated with a preference (*displayed banners in response to user input* -- col. 11, line 57 to col. 9; Fig. 7) , and the server system maintaining a user profile database for storing the preference of a user ( *User/Demographic Database 46*, Fig. 3); and

Art Unit: 2124

a client computer interconnected with the server system through a network (Fig. 3), the client computer having an input device for permitting the user to transmit preference indicative data to the server system (col. 4, lines 8-9; col. 8, lines 55-63) and a software implemented resource manager for receiving from the server system a blueprint (preference parameter) associated with the group of resources (col. 13, lines 48-63), e. g. banners and ads data, corresponding to the user request for an ad (preference parameter), such that the resource manager can determine whether the group of resources are stored locally on the client computer (col. 13, line 63 to col. 14, line 8; Fig. 13).

**As per claim 21**, Hoyle further discloses the group of resources is retrieved from the server system if the group of resources is not stored locally on the client computer (e.g. col. 9, lines 3-10).

**As per claim 22**, Hoyle further discloses a method of modifying a toolbar interface of a browser application (Fig. 5), comprising:

(a) generating on a client computer the toolbar interface (col. 9, lines 52-64) using original ads setting (a first group of resources); (b) receiving into a server system a request (col. 7, lines 21-26 ) to change the ads data in the browser (toolbar) interface; (c) communicating, from the server system, a *blueprint* (unique identifier) associated (col. 13, lines 48-63 ) with advertising data (a second group of resources) needed ( step 246, Fig. 13) to change the GUI (toolbar) interface to the client computer( Fig. 5, 5a); (d) determining whether the second group of resources associated with the *blueprint* ( unique identifier) is stored locally; and (e) retrieving the advertising data (a second group of resources) associated with the *blueprint* ( unique

Art Unit: 2124

identifier) from the server system if the second group of resources is not stored locally on the client computer (col. 6, lines 62 to col. 7, line 14).

**As per claim 23**, Hoyle further discloses (f) passing the advertising data (a second group of resources) to the browser application so as to enable the browser application to access (Fig. 5,5a).

**As per claims 24 and 25**, Hoyle further discloses (re claim 23) calling; passing; (re claim 25) accessing (g); loading (h); and generating (i) as claimed, but with the second group of resources being the ads data/image/text, and loading being the linking of downloaded data to the software application, the browser application being the software application as shown in (Fig. 5, 5a), the step limitations of both instant claims are the similar to those of claims 3 and 5 above; hence incorporate the same respective rejections therein.

**As per claim 26**, Hoyle further discloses (f) storing; (g) passing as claimed. Those step limitations are similar to those in claim 6; hence incorporate the same respective rejections therein.

**As per claim 27**, Hoyle discloses a method of increasing the desirability of a user accessible web site using a browser application (Fig. 5) and a client computer, the method comprising:

(a) maintaining a user profile (*demographic database 46* - Fig. 3, ) and user's configuration database in *blueprints* (col. 13, lines 48-63 ) on a server system for serving the web site to the browser application, the user profile database and user configured data in *blueprints* including at least one customizable option (ads *banner* selection, – Fig. 10-11; *version* – Fig. 12);



(b) permitting the user to change the customizable option ( *new banner, priority, banner category*, Fig. 10-13); and

(c) generating a browser interface on the client computer in response to the change in the customizable option ( col. 11, lines 17-49 ) without the need to restart the browser application.

**As per claim 28**, Hoyle further discloses communicating from the server a *blueprint* (unique identifier); determining whether the group of resources is stored locally (col. 6, lines 62 to col. 7, line 14); retrieving the group of resources (col. 13, lines 48-63; col. 5, lines 26-28) associated with the *blueprint* (unique identifier) from the server system; and passing the group of resources to the browser application (Fig. 5, 5a).

**As per claim 29**, Hoyle further discloses calling and passing as claimed; but these limitations are similar to those in claims 3 and 24; hence incorporate the respective rejections of the above claims.

**As per claim 30**, Hoyle discloses a method of modifying a user's interaction with a software application deployed in a client server environment (col. 5, line 62 to col. 6, line 5) without the need to re-start the application, comprising the steps of: (a) identifying a user interface preference of the user (col. 5, lines 55-61; Fig. 10-11; *version* – Fig. 12); (b) identifying a preference specific resource necessary to the application to meet the user's preference; and (c) making the preference specific resource available to the application (col. 13, lines 48-63; Fig. 5, 5a ).

**As per claim 31**, Hoyle further discloses receiving into a server system a request to change a preference setting, e.g. a new advertisement display (col. 7, lines 21-26); and

communicating to a client computer from the server system a preference parameter (*download new banners*, Fig. 10-11; *version* – Fig. 12) identifying the user interface preference.

**As per claim 32**, Hoyle further discloses (b) retrieving a resource identifier (*banner01.gif*, *www.first\_link.com*, Fig. 7) associated with the specific resource identified by the preference parameter (*download new banners*, Fig. 10-11) from a *blueprint* (map of resource identifiers) (col. 13, lines 48-63).

**As per claim 33**, Hoyle further discloses determining whether the preference specific resource is locally stored; retrieving the preference specific resource from the server system; and passing the preference specific resource to the software application as an argument (col. 13, lines 48-63; Fig. 5, 5a).

**As per claim 34**, Hoyle discloses that step (a) from claim 30 further comprises receiving into a server system a request to change a preference setting, e.g. a new advertisement display (e.g. *requesting client* -- col. 8, line 64 to col. 9, line 11 ); and receiving into a client computer a preference parameter (col. 5, lines 32-36; *banner01.gif*, *www.first\_link.com*, Fig. 7; Fig. 10 ) identifying the user interface preference.

**As per claim 35**, Hoyle discloses that step(b) from claim 30 further comprises retrieving a resource identifier associated with the resource identified by the preference parameter (col. 19, lines 11-19; *download new banners*, Fig. 10-11) from a *blueprint* (map of resource identifiers).

**As per claim 36**, Hoyle discloses that step(c) from claim 30 further comprises determining; retrieving; and passing as claimed; which are similar to the features of claim 33 above; hence incorporate the same rejections above.

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 18, 37-49 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hoyle, USPN: 6,141,010, in view of Hetherington et al., USPN: 6,407,754 ( hereinafter Hetherington).

**As per claim 18**, with respect to claim 16 above, Hoyle discloses the client computer receives *blueprint* (preference parameter) from the server system and mentions about obtaining demographic data from the user (col. 2, lines 21-43) **but fails to disclose** that the preference in the *blueprint* is a language setting. Hetherington, in a method to produce a user interface with dynamic language/locale switching with resources managing method analogous to that disclosed by Hoyle, discloses a switching in language context based on messages (Fig. 2, 3a-b; col. 2, lines 20-38). It would have been obvious for one of ordinary skill in the art at the time the invention was made to modify the preferences listed in the blueprints of Hoyle's method so as to include a language preference or setting as taught by Hetherington because this would enable remote support by users employing different languages or business transaction-related language switching (Hoyle: col. 2, lines 38-41).

**As per claim 37**, Hoyle discloses a method of adapting a user interface of a software application in a client server environment to a user's specific preference requirements (Fig. 10-11) without the need to restart the application, comprising:(a) passing an item of data indicative of a user's preference requirement to a server system (col. 4, lines 8-9; col. 8, lines 55-63);(b)

Art Unit: 2124

identifying the resources necessary to generate the user interface (Fig. 5, 5a) in the user's required preference; and(c)making the necessary resources available to the program ( col. 13, lines 48-63). However, Hoyle does not specify the preference requirements are language requirements. Hetherington, in a method to produce a user interface with dynamic language/locale switching with resources managing method analogous to that disclosed by Hoyle, discloses a language preference as a requirement for producing the user interface, just as mentioned in claim 18 above. Therefore, it would have been obvious for one of ordinary skill in the art at the time the invention was made to apply a language preference as a requirement as taught by Hetherington to the requirement for setting an user interface in Hoyle system because of the same reasons as mentioned in claim 18 above.

**As per claim 38**, Hoyle discloses that step (a) of claim 37 further comprises inputting into a client computer a user identifier associated with the user's preference requirement (e.g. *new banner, priority, banner category*, Fig. 10-13); and communicating the user identifier to the server system (col. 5, lines 32-36; *banner01.gif, www.first\_link.com*, Fig. 7; Fig 10-11 – Note: any Url selected by the user is equivalent to the an identifier); but fails to disclose that the requirement is a language requirement. But this limitation has been disclosed by Hetherington, making it obvious in view of the rejection set forth in claim 18 above for the same reasons.

**As per claim 39**, Hoyle discloses that step ( b) of claim 37 further comprises the receiving a preference parameter(e.g. *new banner, priority, banner category*, Fig. 10-13), retrieving a resource identifier ( e.g. *banner01.gif*, Fig. 7) from a list of resources, *blueprint* (col. 6, lines 62 to col. 7, line 14 ) but with the exception that the resources and resources identifier are

associated with a user's required language. This limitation has been addressed in claim 18 above, hence making this claim obvious for the same reasons set forth above.

**As per claim 40**, Hoyle discloses that step ( c ) of claim 37 further comprises determining resources(col. 6, lines 62 to col. 7, line 14 ), retrieving resources(col. 13, lines 48-63; col. 5, lines 26-28 ) and passing as argument (Fig. 5, 5a ); but with the exception that the resources are associated to a language requirement. This limitation has been addressed in claim 18 above, hence making this claim obvious for the same reasons set forth therein.

**As per claim 41**, Hoyle discloses a method of dynamically generating a user's preference-specific user interface of a software application deployed in a client server environment, comprising: (a) storing on a server system a plurality of user's preference-specific resources (*Updated Components 48, Ad Database 44*, Fig. 3); (b) receiving at a server system a request from a client computer (col. 4, lines 8-9; col. 8, lines 55-63) that the software application generate the user's preference-specific user interface;(c) receiving from the server system into the software application on the client computer (col. 13, lines 48-63) a preference parameter associated with a user's preference-specific resource; (d) calling a function exposed by a resource manager (*ADM module Fig. 6 ; display, refresh, report, acquisition of advertising, data management* – col. 7, lines 4-14) instructing the resource manager to return the needed user's preference-specific resource to the software application (col. 15, lines 12-28); (e) determining whether the needed user's preference-specific resource is stored locally(col. 13, line 63 to col. 14, line 8; Fig. 13 ). But Hoyle **does not specify** that the user's preference-specific user interface or resource is a language-specific user interface of resource. However, this limitation has been

Art Unit: 2124

addressed in claim 18 above, hence making this instant claim obvious for the same reasons set forth therein.

**As per claim 42**, Hoyle discloses accessing an user demographic, Ad database and system configuration profile (e.g. Fig. 3; *ADM server 22, blueprints*, col. 13 lines 48-66); changing a language setting stored in the user demographic and blueprints database (col. 8, lines 36-63); and setting the preference parameter based upon the changed blueprint setting (col. 13, line 63 to col. 14, line 3 ); **but fails to disclose** that the preference parameter and the setting of the user interface is based on a language-specific setting. But this limitation has been addressed in claim 18 above, hence making this instant claim obvious for the same reasons set forth therein.

**As per claim 43 and 44**, Hoyle further discloses the (re claim 43) logging onto the server using a user identifier ( *login module 60, user data storage 34*, Fig. 4), the user identifier being associated with a preference setting stored in the demographic database or blueprint profile storage ( Fig. 3); pointing a ( re claim 44) preference-specific resource, e.g. banner image, to the software application; linking to the preference-specific resource (col. 19, line 63 to col. 20, line 16; Fig. 10 --- Note: directing the application to where the resources are stored is equivalent to have a pointer); loading text strings and image data into memory of the client computer (col. 7, lines 32-37); and producing the preference-specific user interface using the text strings and image data (Fig. 5, 5a ). However, Hoyle **does not disclose** that the user preference is a language-specific reference. But this limitation has been addressed in claim 18 above, hence making this instant claim obvious for the same reasons set forth therein.

**As per claim 45**, Hoyle discloses a method of dynamically generating a preference-specific user interface of a software application deployed in a client server

environment, comprising: (a) storing on a server system a plurality of preference-specific resources; (b) receiving at a server system a request from a client computer that the software application generate the preference-specific user interface; (c) receiving from the server system into a resource manager on the client computer a preference parameter associated with a preference-specific resource needed to accommodate the request; (d) determining whether the needed preference-specific resource is stored locally on the client computer; (e) retrieving the needed preference-specific resource from the server system if the needed preference-specific resource is not stored locally on the client computer; (f) passing the needed preference-specific resource to the software application so as to enable the application to access the needed preference-specific resource; and (g) generating the preference-specific user interface utilizing the preference specific resource. For being similar to the respective step limitations of claim 41, except for 41(d), all these limitations have been addressed in claim 41 respectively, hence incorporate the same rejections therein. However, Hoyle **fails to disclose** that the preference-specific resource and user interface are associated to a language-specific preference. But this limitation has also been addressed in claim 18 above, hence making this instant claim obvious for the same reasons set forth therein.

**As per claims 46 and 47**, these are identical to the limitations of the respective claim 42 and 43, hence incorporate the respective rejections therein.

**As per claims 48 and 49**, Hoyle further discloses with reference to claim 45(f) calling a function (re claim 48) exposed by the software application (*ADM module Fig. 6; display, refresh, report, acquisition of advertising, data management* – col. 7, lines 4-14), and pointing to the preference-specific resource to the software application (col. 19, line 63 to col. 20, line 16; Fig.

Art Unit: 2124

10); and (re claim 49) with reference to claim 45(g) linking/pointing to the preference-specific resource (col. 19, line 63 to col. 20, line 16; Fig. 10), loading text strings and image data into memory of the client computer (col. 7, lines 32-37 ), and producing the language-specific user interface using the text strings and image data( e.g. Fig. 5, 5a). However, Hoyle **fails to disclose** that the preference-specific resource and user interface are associated to a language-specific preference. But this limitation has been addressed in claim 18 above, hence making this instant claim obvious for the same reasons set forth therein.

### ***Conclusion***

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

U.S. Pat No. 6,006,034 to Heath et al., disclosing catalog from server for client to select components.

U.S. Pat No. 6,314,451 to Landsman et al., disclosing tag in Html and Ad controller download.

U.S. Pat No. 6,360,255 to McCormack et al., disclosing browser connecting to device management servers.

U.S. Pat No. 6,282,548 to Burner et al., disclosing downloading of metadata in parallel with web page data.

U.S. Pat No. 6,256,668 to Slivka et al., disclosing software upgrade and including of request tags.

U.S. Pat No. 6,486,892 to Stern, disclosing using GUI for manipulating Internet & non-Internet information.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Tuan A Vu whose telephone number is (703)305-7207. The examiner can normally be reached on 8AM-4:30PM/Mon-Fri.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kakali Chaki can be reached on (703)305-9662.

**Any response to this action should be mailed to:**

Commissioner of Patents and Trademarks



Art Unit: 2124

Washington, D.C. 20231

**or faxed to:**

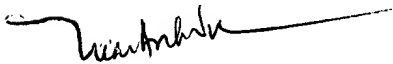
(703) 746-7239, ( for formal communications intended for entry)


**or:** (703) 746-7240 ( for informal or draft communications, please label

“PROPOSED” or “DRAFT”)

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive,  
Arlington. VA. , 22202. 4<sup>th</sup> Floor( Receptionist).

Any inquiry of a general nature or relating to the status of this application or proceeding should  
be directed to the receptionist whose telephone number is (703) 305-3900.

  
VAT  
December 20, 2002

  
John Chais  
Patent Examiner